Supporting Online Students: A Practical Guide to Planning, Implementing, and Evaluating Services

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Supporting Online Students shows how effective and efficiently delivered support services improve academic success and course retention for online learners. Drawing on a decade's worth of research, Crawley describes the scope of services that should be made available to online students, from admissions and registration to advising and student engagement. The book includes guidelines and standards for these services as outlined by half a dozen national professional organizations, as well as planning and implementation, innovative practices, and specialized services needed by particular online student groups.

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